

RETURN and REFUND POLICY

Return and Damaged Merchandise Policy

- All merchandise purchases are considered final
- Clare Oasis will replace any merchandise that was damaged in transit to a customer
- Merchandise damaged in transit must be reported to Clare Oasis within 10 days of merchandise receipt
- When reporting damaged merchandise to Clare Oasis, please...
 - Notify Clare Oasis by either:
 - Email: maccetturo@clare-oasis.org
 - Postal Mail: Return Request
Clare Oasis
3211 S Lake Dr STE
Saint Francis, WI 53235
 - Include a picture of the damaged merchandise and a copy of purchase receipt
- If the outer shipping carton was received in wet, broken, or poor condition, it should be noted in writing to the shipping company and also to Clare Oasis
- Only when and if the above conditions have been met, Clare Oasis will then issue a replacement product.
- For further information call Clare Oasis, 414-530-0916

Cancellation and Refund Policy

- In the event an individual cancels a registered activity at Clare Oasis, the following policies will apply:
 - If cancellation notice is received on or before 10 days before the start date of the registered activity, the individual will only be responsible for an administrative fee of \$20
 - If cancellation notice is received less than 10 days before the start date of the registered activity, the individual will be responsible for the entire cost of the registered activity. No refunds will be given within 10 days of the registered activity

NOTE: Due to the variety of offerings at Clare Oasis, please read specific activity registration forms for exceptions to this refund policy. Refund Policy on registered activity supersedes this general refund policy.

- In the event Clare Oasis must cancel a scheduled activity, owing to inclement weather or other reasons, individuals will receive a full refund, including administrative fee
- Collected amounts for registration are **ONLY** transferrable within the same activity